

**CITY OF SANDY SPRINGS  
INFORMATION SERVICES  
TASK ORDER**

<b>Title:</b>	Information Services	<b>Task Order Number:</b>	IS-FY19-01
<b>Applicable CLIN:</b>	0001, 0002, 0003	<b>Issue Date:</b>	
<b>Period of Performance:</b>		July 1, 2018 – June 30, 2019	
<b>Issued To:</b>			
<b>Requirements (SOW Reference):</b>		WBS 4.0 – WBS 4.2 <sup>1</sup>	
<b>Workload</b>			
<i><b>Item and Quantity</b></i>			
<b>Information Technology (IT) Infrastructure and Support (WBS 4.1)</b>			
Support for over 500 City and contract personnel			
Approximately 15 physical sites			
Approximately 94 servers; 100% of servers meet current security standards; 100% of server security activities completed as scheduled			
21 leased multifunction high volume printers, 3 plotter printers, 30 desktop laserjet printers, and 8 multi-function fax/copiers			
Approximately 550 computers total, 150 desktop computers, 250 laptop computers, and 150 Toughbook laptop computers			
Approximately 625 e-mail users/accounts, all operating on Microsoft Exchange. E-mail system available at least 99.99% of the time from the end users’ perspective.			
VoIP network system currently in use, with CISCO digital VOIP desk sets, and approximately 300 extensions. Voice network available at least 99.99% of the time from the end users’ perspective.			
Approximately 545 wireless phones, tablets, and data cards.			
<b>Reportable Performance Metrics</b>			
<b>System Uptime</b>			
Performance: Maintain 99% system (server, VoIP, network) uptime			
Workload: System Uptime			
Data: Planned System Maintenance			
Data: Unplanned System Maintenance Time			
<b>Help Desk - Ticket Resolution</b>			
Performance: Resolve 99% successfully			
Workload: Number of tickets			
Data: Number of tickets resolved successfully			
<b>Help Desk - Resolution Speed</b>			
Performance: Resolve 95% of tickets within defined priority level time windows			
Workload: High Priority Tickets			
Data: High Priority Tickets resolved in 1 hour			
Workload: Medium Priority Tickets			
Data: Medium Priority Tickets resolved in 4 hours			

<sup>1</sup> WBS references are to the Information Services Statement of Work (SOW) attached to this Task Order

Workload: Low Priority Tickets		
Data: Low Priority Tickets resolved in 1 business day		
<b>Data Backups</b>		
Performance: Complete 97% of data backups successfully		
Workload: number of backups completed		
Data: number of backups completed successfully		
<b>Patches and Updates</b>		
Performance: Ensure 90% of workstations have current deployed patches installed		
Workload: number of workstations		
Data: number of workstations with current deployed patches installed		
Performance: Ensure 90% of workstations have current deployed patches installed		
Workload: number of servers		
Data: number of servers with current deployed patches installed		
<b>Workload</b>		
<b>Item and Quantity</b>		
IT projects are completed on time at least 90% of the time		
<b>Geographic Information System (GIS) Services (WBS 4.2)</b>		
Complete service requests on a timely basis; service requests are completed on schedule at least 90% of the time		
Maintain GIS databases; at least 95% of the databases are maintained monthly		
Provide updates to centerline database; updates are made to centerline database within 24 operational hours from the time of notification at least 95% of the time		
Provide public access to GIS files; public access to GIS files through City website is available at least 99.99% of the time from the end users' perspective.		
<b>Deliverables</b>		
In addition to the specific data item descriptions below, for all WBS elements under Information Services, the Contractor shall be required to produce documents including, but not limited to, reports, correspondence in all forms (written, e-mail, etc.), plans and updates, as required in the ordinary course of business or as directed by the City Manager.		
<b>Data Item Description</b>	<b>Data Item Number</b>	<b>Submission Frequency</b>
<b>Information Technology (IT) Infrastructure and Support (WBS 4.1)</b>		
Performance Metrics Report	DI-COSS-IS-001	Monthly
Response and Corrective Actions Report	DI-COSS-IS-002	Weekly
<b>Geographic Information System (GIS) Services (WBS 4.2)</b>		
Performance Metrics Report	DI-COSS-IS-001	Weekly
Response and Corrective Actions Report	DI-COSS-IS-002	Weekly
Security Analysis Report	DI-COSS-IS-003	Daily
<b>Performance Metrics</b>		
<b>Special Considerations</b>		

<b>Key personnel:</b>	<i>ENTER NAME HERE, Assistant IT Director, ENTER NAME HERE, Service Delivery Manager, ENTER NAME HERE, Senior Network Engineer</i>		
<b>City-Furnished Property:</b>	All office supplies, furniture, fixtures, equipment, motor vehicles and computer hardware and software will be provided by the City.		
<b>Travel:</b>	A cost reimbursable item, as approved by the City pursuant to CLIN 0002 of the Information Services Base Contract.		
<b>Training:</b>	A cost reimbursable item, as approved by the City pursuant to CLIN 0003 of the Information Services Base Contract. For purposes of this Task Order, the Contractor shall include in its cost calculations the amount of \$30,369.29 for training.		
<b>Other:</b>	Other cost reimbursable items, as approved by the City pursuant to CLIN 0003 of the Information Services Base Contract.		
<b>Level of Effort and Fixed Price <i>(completed by Offeror)</i></b>			
<b>Contract Labor Categories</b>	<b>FTE</b>	<b>FBR<sup>2</sup></b>	<b>Labor Category Price</b>
		Premium for overtime and shift differential	
<b>Total FTE:</b>		<b>Total Fixed Price:</b>	
<b>Issued To:</b>			
<b>City of Sandy Springs Approval:</b>			
<b>Date:</b>			
<b>Attest:</b>			

<sup>2</sup> See Section B.5 of the Base Contract for not to exceed fully burdened labor rates.